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When to apply to the Ombudsman?

When and if you need an opinion of a neutral and impartial person with whom you can discuss an issue and decide on appropriate steps to be taken:

- If you think you have been treated unfairly;
- If you need a mediator or an advisor/consultant;
- You do not know whom to apply to solve an issue.

Principles of the activities

The activities of the Ombudsman's Office are based on three main principles:

- Neutrality – is neutral and impartial towards each student and employee;
- Confidentiality – confidentiality of the individual and the information given by him/her is protected;
- Independence – the ombudsman is independent in his/her work and is not an advocate of any private individual or legal entity. He/she defends lawfulness.

How to apply to the Ombudsman

You can apply to the Ombudsman in person or via email. Anonymous applications are not considered. After being applied with a particular claim, the Ombudsman appoints a meeting with the author of the notice. When meeting face to face, the Ombudsman and the interested party shall consider the issue and find the ways of its solution.

The terms of considering the issue

The Ombudsman has no prescribed deadlines for considering any particular case. The length of consideration depends on the contents and difficulty of the issue at hand.

The Ombudsman's Office. Who is the Ombudsman?

The Ombudsman's Office at the University is an independent unit the main function of which is defending the students' legitimate interests. The Office was set up within the framework of Erasmus+ Capacity Building in the Field of Higher Education Project – AESOP. The Ombudsman follows the principle of confidentiality and makes sure anonymity of each visitor is protected.

Target Groups

The students of Caucasus University

The main function of the Office - Giving Aid

The Ombudsman is entitled to:

- Hear you problem;
- Help you analyze the problem and work out ways of solving it;
- Depending on a particular case, give you information on the procedures and regulations operating at the University;
- Mediate with a particular structural unit of the University to settle the issue at hand;
- Can function as a mediator in the conflict situations.

The Ombudsman's Office is located at the legal address of Caucasus University: N1 Paata Saakadze st. Room D4.

Email: Ombudsman@cu.edu.ge



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Erasmus+ Capacity Building Project in the Field of Higher Education

AESOP - “Advocacy Establishment for Students Through Ombudsman Position”

„Advocacy Establishment for Students through Ombudsman Position” is an international grant project of Erasmus + Capacity Building in the Field of Higher Education, which brings together representatives of the Caucasus and European Universities to enhance the students’ rights defense; it includes the years 2015-2019 and aims at developing the Ombudsman’s Office in the project participant countries based on practice and experience of the European partners.

The main aim of the project:

- Makes sure the students and the faculty have full access to the democratic systems of the Bologna process and academic and administrative issues in the working process;
- Working out democratic procedures for students advocacy in the University administrative issues (especially academic claims, disciplinary issues, complaints, asking for urgent financial aid and health-related issues);
- Offering additional human resources to the students through the Ombudsman’s Office.

During the project:

- Webpage for the project has been created;
- The Ombudsman’s Office for Students has been set up;
- The Ombudsman was re-trained in the issues of advocacy;
- Students and the personnel will be trained in advocacy issues.

The Project Coordinator: Akaki Tsereteli State University (ATSU)

The project partners: Caucasus University (CU) – Georgia, Khazar University (KU) – Azerbaijan, Poltava University of Economics and Trade (PUET)- Ukraine, Kyiv National Economic University (KNEU) – Ukraine, The Austrian Student Ombudsman – Austria, University of Warsaw (UW) – Poland, University of L’Aquila (UNIVAQ) - Italy, University of Minho (UM) – Portugal, University of Jyväskylä (JY) – Finland, Middlesex University – Great Britain, Ministry of Education of Azerbaijan Republic (MoE) – Azerbaijan, Nakhchivan State University (NSU) – Azerbaijan, Qafqaz University (QU) – Azerbaijan, Ganja State University (GSU) – Azerbaijan, Georgian-American University (GAU) – Georgia.

Project web page: <http://aesop.khazar.org/>